

CLAIMS

The following listing of Claims replaces all prior versions:

1-29 (withdrawn)

30. (original). A service center for offering short turnaround services on particular serviceable items in an environment in which the services cannot otherwise be performed on those items, said service center comprising:

    a retail facility for providing access to customers seeking services on moveable serviceable items, said retail facility lacking capabilities to provide the services therein;

    a remote service facility with service capabilities for the movable serviceable items, said service facility being external to said retail facility;

    imaging facilities at said service facility for periodic imaging of the movable serviceable items at said remote service facility on at least a near real-time basis;

    a connection, at least portions of which are electronic, for transmitting the images from said remote service facility to a display; and

    displays at said retail facility for showing images received from said service facility on at least a near real-time basis so that the remotely-provided services can be monitored at said retail facility.

31. (original) A service center according to Claim 30 wherein said retail facility is inside of an enclosed shopping mall.

32. (original) A service center according to Claim 30 wherein said remote service facility is physically removed from said retail facility.

33. (original) A service center according to Claim 30 wherein said remote service facility is underground.

34. (original) A service center according to Claim 30 further comprising a means for generating a signal notifying a customer that services have been performed at the remote service facility.

35. (original) A service center according to Claim 30 further comprising a means for transmitting the periodic images from said remote service center to a display at the retail facility.

36. (original) A service center according to Claim 30 further comprising a means for transmitting the periodic images from said remote service facility to a customer display.

37. (original) A service center according to Claim 36 wherein the customer display is selected from the group consisting of a personal digital assistant, a personal computer, or a cellular telephone.

38. (original) A service center according to Claim 30 comprising means for transmitting the images upon electronic demand from a customer.

39. (original) A service center according to Claim 30 comprising means for transmitting the images upon initiation from said retail facility.

40. (original) A service center according to Claim 30 comprising means for associating the images from said remote service facility with a designated customer so that the customer receives an image substantially limited to the customer's serviceable item.

41. (original) A service center for offering short term services on automobiles in an environment in which the desired services cannot otherwise be performed on automobiles, said service center comprising:

a retail facility that lacks automobile service capabilities while still providing access to customers seeking services on their automobiles;

a remote automobile service facility with service capabilities for automobiles, said service facility being external to the retail facility;

imaging facilities at said service facility for at least near real-time periodic imaging of customers' automobiles while the automobiles are being serviced at said remote service facility;

a connection, at least portions of which are electronic, for transmitting periodic images from said remote service facility to displays, wherein the images show service activities being performed on the customers' automobiles; and

displays at said retail facility for showing the periodic images received from said service facility on the at least near real-time basis at which said imaging facility provides the images, so that the automobiles being serviced can be monitored at said retail facility.

42. (original) A service center according to Claim 41 wherein said retail facility is inside of an enclosed shopping mall so that a customer can remain within said mall while the customer's automobile is being serviced at the remote service facility.

43. (original) A service center according to Claim 41 wherein said service facility is in the mall parking area.

44. (original) A service center according to Claim 41 wherein said service facility is in a parking deck.

45. (original) A service center according to Claim 41 wherein the service facility is underground.

46. (original) A service center according to Claim 41 wherein said service facility includes portions underneath the mall parking area.

47. (original) A service center according to Claim 41 further comprising a means for generating an electronic signal notifying a customer that services have been performed at the remote service facility.

48. (original) A service center according to Claim 41 further comprising a means for transmitting the periodic images from said remote service center to a display at the retail facility.

49. (original) A service center according to Claim 41 further comprising a means for transmitting the periodic images from said remote service center to a customer display.

50. (original) A service center according to Claim 49 wherein the customer display is selected from the group consisting of a personal digital assistant, a personal computer, or a cellular telephone.

51. (original) A service center according to Claim 41 further comprising a means for transmitting periodic images from said remote service center to a customer while the customer is remote from both said retail facility and said service facility.

52. (original) A service center according to Claim 41 comprising a means for transmitting the images upon electronic demand from a customer.

53. (original) A service center according to Claim 41 comprising means for transmitting the images upon initiation from said retail facility.

54. (original) A service center according to Claim 41 comprising means for associating the images from said remote facility with a designated customer so that the customer receives an image substantially limited to the customer's automobile.